

EFFECTIVE DATE: January 4, 1982

REVISION DATES: _____

SUBJECT: Use of Telephones: Service Changes1. Purpose

This Administrative Directive establishes the organizational framework through which all telecommunications services to the various City departments shall be administered, and sets out the procedures for changing service.

2. Responsibility

- a. Within the Purchasing and General Services Department, a Communication Services Division is established to consolidate all telecommunication services previously provided by the Finance, Citizen Action and Public Information, Purchasing and Central Supply, Police and Fire/EMS Departments.
- b. The Communication Services Division is responsible for all telecommunication services to the City departments, for evaluating all requests for new service, changes, rearrangements, or removals.
- c. The Communication Services Division is responsible for conducting continuing studies of all departmental uses of telecommunications services to obtain operating and cost efficiencies, and shall recommend the removal or change of any service not essential to the operation of the City.
- d. The Telecommunications Manager will process all work orders pertaining to telecommunication services for approval by the Purchasing & General Services Department.
- e. The Telecommunication Manager will maintain liaison with telecommunication companies and will be the single point of contact with the telephone company for engineering and installation of approved telecommunications service orders.
- f. All requirements for telecommunications services or consultant studies related thereto which may be obtained either from the telephone industry or other commercial suppliers/vendors will be submitted to the Communication Services Division for review, evaluation and approval.
- g. The Communication Services Division will allow comments from the department head pending the conclusion of a telecommunication service or consultant study.

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3. Definitions

"Telecommunications Services" - includes all telephone equipment and systems, and private line communications.

4. Procedures

a. General

- 1.) All requests for telecommunication services must be forwarded through department channels to the Purchasing and General Services Department.
- 2.) The Communication Services Division will evaluate each request to determine the most cost-effective means for providing service and issue telecommunication service orders.
- 3.) If the request for service would increase the annual cost of the department by more than 5% of the amount provided in the current budget for "Communications" in the affected organization's budgetary account, the Purchasing Department shall secure the approval of the Budget and Research Department before authorizing the service.

b. New Service

A memo requesting new service shall include the following information:

- 1.) The office, street address, and building/room location for which services is requested.
- 2.) The type of equipment into which service is to be connected (for assistance in determining needs, consult the Telecommunications Manager, Communication Services Division).
- 3.) Number of instruments and numbers which are to appear on those instruments.
- 4.) If several instruments are to be installed, attach office chart indicating telephone locations.
- 5.) Calling features desired (features available to Centrex users include call hold, call pickup, call forwarding (identifying station number calls are to be forwarded to) variable, call forwarding - busy, call forwarding - don't answer, and toll restriction).

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6. The date service is requested. Service requests should be submitted as far in advance as possible.
7. Organization number, object and index code to which charges are to be billed.
8. The name of the person to be contacted for service installation and their telephone number.

c. Relocations or Rearrangements

A memo requesting a change in service call include the following information:

- 1.) The office, street address, and building/room location for which services is requested.
- 2.) Provide old and new service locations or arrangements.
- 3.) Specify any changes in service/features coincident with relocation or rearrangement. Include office layouts of existing and proposed telephone locations.
- 4.) The date service is requested.
- 5.) Organization number, object and index code for billing.
- 6.) Person to be contacted for installation and their telephone number.

d. Removals

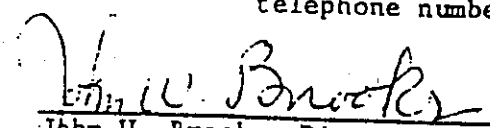
- 1.) The office, street address, and building/room location for which service is to be terminated.
- 2.) The telephone number(s) which will be disconnected.
- 3.) The type and number of instruments to be removed.
- 4.) The date service disconnection is desired.
- 5.) Organization number, object and index code for billing.

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- 6.) Person to be contacted for service disconnection and their telephone number.


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